

# BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

What the research says and what business owners in Washington state are saying about the economic and other impacts of smoke-free establishments.

More and more establishments in Washington state are going smoke-free. Business owners themselves recognize the benefits of smoke-free establishments including reduced cleaning costs, lower insurance, happier customers, increased revenue, healthier and more satisfied employees resulting in reduced sick days and lower turn-over. This document is a collection of comments from business owners who have gone smoke-free and seen the benefits to their business.

Nationwide research shows that Washington businesses are on the right track. Reputable studies show that not only is this a healthier option, but it is proving to be good for business as well. Take a look:

- Hotels and restaurants in New York City experienced increases in taxable sales revenue after the 1995 smoke-free air act took effect. In addition, the sales at eating and drinking establishments in NYC went up as a percentage of both total sales in the city and total restaurant sales from New York State after the law was implemented. (Hyland, Cummings, and Nauenberg, "Analysis of Taxable Sales Receipts: Was New York City's Smoke-Free Air Act Bad for Restaurant Business?" Journal of Public Health Management and Practice, January 1999.)
- Researchers compared 239 communities in Massachusetts and found that local smoke-free ordinances do not harm businesses. In fact, they found that restaurant sales in towns with strong smoking restrictions experienced a slightly faster rate of growth than restaurant sales in towns without such restrictions. (Bartosch, William, and Pope, Gregory, (2000), The Economic Effect of Restaurant Smoking Restrictions on Restaurant Business in Massachusetts 1992-1998: Final Report, Center for Health Economics Research, submitted to Massachusetts Department of Public Health, November 27, 2000.)
- Following a 1988 smoking ban in Corvallis, Oregon, researchers concluded that smokers did not abandon bars and restaurants, and that revenues from the non-smoking majority replaced any loss of business from smokers. Furthermore, Corvallis showed no decline in malt beverage sales relative to surrounding communities. (Dresser, Boles, Lichtenstein and Strycker, "Multiple Impacts of a Bar Smoking Prohibition Ordinance in Corvallis, Oregon." Pacific Research Institute, Eugene Oregon. n.d.)
- Studies of smoke-free laws in California and Colorado have shown that smoke-free ordinances do not affect restaurant revenues (and the same is true for smoke-free bar ordinances). (Glantz, S.A. and Smith, L.R.A., "The Effect of Ordinances Requiring Smoke-Free Restaurants and Bars on Revenues: A Follow Up," American Journal of Public Health, October 1997, Vol. 87 No. 10.)



# BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

## TABLE OF CONTENTS

<b>Section One:</b>	<b>What the Research Says</b>	<b>1</b>
<b>Section Two:</b>	<b>Table of Contents</b>	<b>2</b>
<b>Section Three:</b>	<b>Document Coding System Explanation</b>	<b>3</b>
<b>Section Four:</b>	<b>Key Testimonials - the Best of the Best!</b>	<b>4</b>
<b>Section Five:</b>	<b>Business Testimonials by County</b>	<b>9</b>
	<i>Adams County</i>	9
	<i>Asotin County</i>	9
	<i>Benton County</i>	9
	<i>Chelan County</i>	9
	<i>Clallam County</i>	10
	<i>Clark County</i>	10
	<i>Columbia County</i>	11
	<i>Cowlitz County</i>	12
	<i>Douglas County</i>	13
	<i>Ferry County</i>	13
	<i>Franklin County</i>	13
	<i>Garfield County</i>	13
	<i>Grant County</i>	14
	<i>Grays Harbor County</i>	14
	<i>Island County</i>	17
	<i>Jefferson County</i>	17
	<i>King County</i>	18
	<i>Kitsap County</i>	18
	<i>Kittitas County</i>	20
	<i>Klickitat County</i>	20
	<i>Lewis County</i>	21
	<i>Lincoln County</i>	22
	<i>Mason County</i>	23
	<i>Okanogan County</i>	23
	<i>Pacific County</i>	23
	<i>Pend Oreille County</i>	24
	<i>Pierce County</i>	24
	<i>San Juan County</i>	26
	<i>Skagit County</i>	26
	<i>Skamania County</i>	27
	<i>Snohomish County</i>	27
	<i>Spokane County</i>	28
	<i>Stevens County</i>	31
	<i>Thurston County</i>	31
	<i>Wahkiakum County</i>	32
	<i>Walla Walla County</i>	32
	<i>Whatcom County</i>	33
	<i>Whitman County</i>	33
	<i>Yakima County</i>	34
<b>Section Six:</b>	<b>How to Add New Testimonials</b>	<b>38</b>

## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

### DOCUMENT CODING SYSTEM EXPLANATION

Restaurant and bar owners, as well as those who own bowling alleys, lodging facilities and other businesses in Washington state are noticing the effects of going smoke-free. The following are testimonials from business owners across the state that are enjoying the positive effects of operating a smoke-free business.

As more and more testimonials are being collected it has become evident that there are several other variables that affect a business owner's decision to go smoke-free including protecting the health of their employees and responding to requests from their customers.

Following each quote the name of the owner, name of business and location are provided.

**In addition, a coding system has been added to assist in categorizing statements and is as follows:**

CODE	DEFINITION
C	Community/Clientele: Statements that relate to community or clientele requests or comments about smoke-free status.
E	Economic: Statements that speak to the economic benefits a business is experiencing.
F	Food: Statements that reflect the importance of providing a smoke-free environment so that food and drink can be fully enjoyed.
H	Health: Statements that relate to the need to provide a healthy environment, one free from secondhand smoke.
K	Kids/Family: Statements that emphasize providing an environment that is void of secondhand smoke for kids and families.
T	Trend: Statements that relate to the growing trend of restaurants becoming smoke-free.
W	Worker/Employee: Statements that contain elements of worker safety issues or comments received by employees.
V	Ventilation: Statements that support that separate sections or ventilation strategies are insufficient when it comes to secondhand smoke.

SHSCAP is able to compile sheets containing a combination of any of the above categories that may assist you in your local smoke-free efforts.



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

### KEY TESTIMONIALS - THE BEST OF THE BEST!

The testimonials in this section provide an overview of what business owners across Washington state are saying about being smoke-free. They are a collection of quotes that are particularly useful as they clearly demonstrate positive economic impacts of being smoke-free and support the idea that becoming smoke-free is good for business.

“We have been an established restaurant and bakery for 56 years and have been smoke-free for the past five or six years. We wanted to go smoke-free because we were sick of the mess that came with being a smoking establishment. Since going smoke-free we have seen an incredible increase in revenue as well as a large decrease in operating costs. In our first year being a smoke-free restaurant, we saw a \$50,000 increase and in the second year an \$80,000 increase. Along with these incredible numbers came an increase in the amount of time individuals stayed with us for lunches. The entire process of becoming smoke-free has been warmly received by our customers and the transition was a very easy one. So easy, in fact, that I have since helped other restaurants become smoke-free!”

**Valerie Driver, Spudnut Shop**  
Richland, (Benton County) Washington  
Code: E

“Our hotel has been smoke-free for about two years and since implementing this policy we have seen very positive changes. Our non-smoking customers have given us great support and feedback and we have seen significant business growth by at least 10 percent. We believed it to be our mission to protect ourselves and our guests. Our smoke-free policy has since been adopted by two other Best Westerns in Oregon and California and it is through this move toward becoming smoke-free that we will continue to help make our guests’ stays the best they could possibly be.”

**John Platt, Best Western Olympic Lodge**  
Port Angeles, (Clallam County) Washington  
Code: C, E, H

“We went 100 percent smoke-free in February 2004 and consider this a very positive decision. When we had a smoking section we were turning potential customers away at the door who wanted to sit in a non-smoking section because it was always full. Since becoming completely non-smoking we have seen a 10-12 percent increase in sales and our overall atmosphere is much healthier. We have more customers who are non-smokers and this was our way of keeping them coming back to Applebee’s.”

**Dave Berry, Applebee’s**  
Wenatchee, (Chelan County) Washington  
Code: C, E

“We chose to go smoke-free two years ago because many of our clients were families who did not want to eat in a smoky environment. Since going smoke-free we have seen at least a 15 percent increase in revenue resulting from a positive reception from our clientele. We wanted to promote a healthier atmosphere in which to enjoy our food, and with our smoke-free policy, I believe we have done just that.”

**Salvador Rodriguez, El Caporal**  
Ellensburg, (Kittitas County) Washington  
Code: E, F, K



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### KEY TESTIMONIALS – THE BEST OF THE BEST!

“Since we went smoke-free our revenues have increased by about 75 percent. Our operations costs have also decreased significantly.”

***Evelyn Schill, Twin City Grill***

*Kelso, (Cowlitz County) Washington*

*Code: E*

“We have been smoke-free for over a year now and our revenues have increased by 20 percent. In today’s market I don’t think people want to be in a smoking environment because it affects their meal and experience.”

***Dan Colony, Daystar Café***

*Port Townsend, (Jefferson County) Washington*

*Code: E, F*

“We went smoke-free for health reasons and because so many of our customers requested it. The smoky atmosphere was our number one complaint on customer comment cards. It’s wonderful to have a clean, pleasant atmosphere to work in now that we have gone smoke-free. We worried about losing money, but our revenue just keeps on increasing every year. People love to come here and enjoy the view, the food and the fresh air.”

***Toni Cutting, The Boat Shed***

*Bremerton, (Kitsap County) Washington*

*Code: C, H*

“Since we went smoke-free my bar revenues have increased by about 50 percent and my operations costs are less. The majority of my customers supported our decision to go smoke-free.”

***Fred Poppe, Poppe’s Bistro and Lounge***

*Bellingham, (Whatcom County) Washington*

*Code: C, E*

“The Milton went non-smoking 10 1/2 years ago. It was the best decision we ever made. Our business improved dramatically within just a few weeks. People came to eat and drink in a smoke-free bar. The myth that only smokers like to drink is definitely false. The restaurant industry has a high turnover rate but my employees stay (sometimes for years) because they like working in a smoke-free environment. They also stay healthier so they don’t miss work. Another bonus is our cleaning costs were reduced and our equipment lasts much longer. The very best part of being non-smoking is our loyal customers. Every day, someone makes a point of thanking us for being smoke-free. They show their appreciation with repeat business and they bring friends, families and co-workers. Business is good! We will always be smoke-free.”

***Nancy Guzek, The Milton***

*Milton, (Pierce County) Washington*

*Code: C, E, H, W*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### KEY TESTIMONIALS – THE BEST OF THE BEST!

“It never occurred to me to not be smoke-free. It has not hurt our business. We’ve moved from a 16 seat location to a 40 seat location and our business has increased by approximately 30 percent since we moved. People make this restaurant a destination.”

**Gwen Ball, Gwen’s Place**  
Yakima, (Yakima County) Washington  
Code: E

“We opened smoke-free for the health of employees and customers. I believe I’m saving around \$1,500 a year on operations costs which includes painting, cleaning and cigarette burns.”

**Sam Brantley, Ellie’s**  
Davenport, (Lincoln County) Washington  
Code: E

“Going smoke-free has significantly increased our revenues. We received a lot of press coverage when we went smoke-free and continue to receive positive feedback from customers.”

**Barb Kilpatrick, Hilltop Restaurant**  
Lynden, (Whatcom County) Washington  
Code: C, E

“Over the last seven years there have been 40 babies born to employees who work at this restaurant; asking a pregnant woman to work in an environment that is filled with smoke is just not fair. I surveyed all 85 employees and all but one was supportive of going smoke-free. We went smoke-free because it is the right thing to do. Our sales have skyrocketed since we made the change. I wish we had done this sooner”.

**Eric Forsythe, Outback Steakhouse**  
Spokane, (Spokane County) Washington  
Code: E, H, W

“I know a lot of people who prefer smoke-free establishments and would rather go to one. For every one customer that doesn’t come in because we are non-smoking, two more come in because we are. If it has affected our revenues it has been positive. And, I was surprised to find out it lowered our insurance costs.”

**Bob Hargreaves, Bob’s Keg & Cork**  
Yakima, (Yakima County) Washington  
Code: E, C

“We opened as a smoke-free restaurant and have never regretted it. Many of our staff were smokers so we challenged them to quit. Our insurance provider has an excellent cessation program and almost all of our staff are now smoke-free. That’s a win-win for our staff, our customers and our business.”

**Maura Crisp, Islay Manor**  
Bainbridge Island, (Kitsap County) Washington  
Code: W



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### KEY TESTIMONIALS – THE BEST OF THE BEST!

“When we went smoke-free we lost some smoking customers but for every smoker we lost, we gained three new customers at lunch. This is where our profits have increased. We are also saving money because our windows and carpets are cleaned less often.”

**Joe Domini, Domini Sandwiches**  
Spokane, (Spokane County) Washington  
Code: E

“The trend is going toward smoke-free dining. We opened smoke-free to follow this trend. Also, our insurance costs are much lower than if we allowed smoking and we didn’t have to buy an expensive ventilation system. Overall, opening this restaurant was much less expensive.”

**Juan Vega Jr., Backwoods Country Fare Café**  
Yakima, (Yakima County) Washington  
Code: E, V

“We went smoke-free after we remodeled to keep things clean. Also, there was employee conflict over who had to work in the smoking sections and it was an unhealthy working environment for them. We have even gained business because customers are more satisfied and the restaurant turns over faster now because we don’t have two sections. We also don’t have to buy ash trays, it smells better and there is less dirt in the air filters so our operations costs are lower.”

**Dan Byrd, Copper Kettle**  
Ellensburg, (Kittitas County) Washington  
Code: E, H, W

“We felt it was in the best interest of our employees’ and customers’ safety to switch to smoke-free. Now, there are fewer employees out sick and more people come in to eat because we are smoke-free.”

**Ed Schafer, The Mustard Seed**  
Spokane, (Spokane County) Washington  
Code: E, H, W

“We went smoke-free because we had more non-smokers than smokers and the management team believed it would be a good business decision. Our experience has been overwhelmingly positive. We are the only smoke-free tavern in Gig Harbor and we haven’t lost one dollar of revenue.”

**Kathy Davis, The Tides Tavern**  
Gig Harbor, (Pierce County) Washington  
Code: E

“We chose to go smoke-free because of complaints we were receiving from customers. I personally cannot stand the smell of smoke and my customers really appreciate our smoke-free policy. We have seen about a 5 percent increase in revenue since going smoke-free and we advertise that we are smoke-free in all of our advertisements. We went smoke-free to address our customers, needs and therefore we will remain non-smoking.”

**Theresa Harper, Mutineer’s Restaurant**  
Elma, (Grays Harbor County) Washington  
Code: C, E



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### KEY TESTIMONIALS – THE BEST OF THE BEST!

“When I moved here from California one year ago and opened Priscilla’s, I couldn’t believe that they allowed smoking in any restaurants in Washington. It’s my personal belief that food and smoking should not be mixed together. I believe that our being smoke-free has had a very positive effect on our revenue and has certainly helped us save on costs associated with cleaning, ventilation, etc. We include our policy on our menus and are proud to be smoke-free!”

**John Stahl, Priscilla’s Cafe**  
*Aberdeen, (Grays Harbor County) Washington*  
*Code: E, F, V*

“We used to allow smoking in our lounge, but when guests in our dining area began complaining of the smell drifting in, we decided to change our policy. We are now completely smoke-free and have seen an increase in our dining revenues. The staff here is also in favor of the policy. Going smoke-free was not an experiment, but rather a smart business decision.”

**John Hagen, Collector’s Choice Restaurant**  
*Snohomish, (Snohomish County) Washington*  
*Code: C, E, W*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

### BUSINESS TESTIMONIALS BY COUNTY

Business owners in 28 counties across Washington state are experiencing the benefits of being a smoke-free establishment. The testimonials in this section are listed by county to provide a geographical perspective.

#### ■ *Adams County*

“The layout of our restaurant was not conducive to having both a smoking and non-smoking section. Therefore, we decided to go smoke-free a couple years ago. Our new policy has helped keep certain operating costs down and has also increased our overall guest satisfaction.”

***Duane Lisk, Perkins***

*Ritzville, (Adams County) Washington*

*Code: C, E, V*

#### ■ *Asotin County*

“Baskin Robbins is smoke-free because it is our company’s policy. Our customers are extremely happy that we are a smoke-free facility. I have never received a complaint that we do not allow smoking in the past five years I have managed Baskin Robbins. We will always remain smoke-free since it is what our company and customers want.”

***Amber Wear, Baskin Robbins***

*Clarkston, (Asotin County) Washington*

*Code: C*

#### ■ *Benton County*

“We have been an established restaurant and bakery for 56 years and have been smoke-free for the past five or six years. We wanted to go smoke-free because we were sick of the mess that came with being a smoking establishment. Since going smoke-free we have seen an incredible increase in revenue as well as a large decrease in operating costs. In our first year being a smoke-free restaurant, we saw a \$50,000 increase and in the second year an \$80,000 increase. Along with these incredible numbers came an increase in the amount of time individuals stayed with us for lunches. The entire process of becoming smoke-free has been warmly receipted by our customers and the transition was a very easy one. So easy, in fact, that I have since helped other restaurants become smoke-free!”

***Valerie Driver, Spudnut Shop***

*Richland, (Benton County) Washington*

*Code: E*

#### ■ *Chelan County*

“We went 100 percent smoke-free in February 2004 and consider this a very positive decision. When we had a smoking section we were turning potential customers away at the door who wanted to sit in a non-smoking section because it was always full. Since becoming completely non-smoking we have seen a 10-12 percent increase in sales and our overall atmosphere is much healthier. We have more customers who are non-smokers and this was our way of keeping them coming back to Applebee’s.”

***Dave Berry, Applebee’s***

*Wenatchee, (Chelan County) Washington*

*Code: C, E*



# BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

## BUSINESS TESTIMONIALS BY COUNTY

### ■ *Clallam County*

“Our hotel has been smoke-free for about two years and since implementing this policy we have seen very positive changes. Our non-smoking customers have given us great support and feedback and we have seen significant business growth by at least 10 percent. We believed it to be our mission to protect ourselves and our guests. Our smoke-free policy has since been adopted by two other Best Westerns in Oregon and California and it is through this move toward becoming smoke-free that we will continue to help make our guests’ stays the best they could possibly be.”

***John Platt, Best Western Olympic Lodge***

*Port Angeles, (Clallam County) Washington*

*Code: C, E, H*

“We cater to a well-educated and health-conscious clientele and our smoke-free environment has proven to be a very successful business decision. From a staffing point-of-view, we have seen a decrease in employee illnesses. Smoke-free environments are the way of the future and our non-smoking atmosphere helps promote that positive lifestyle.”

***Brandy Salmon, Petal’s Garden Café***

*Sequim, (Clallam County) Washington*

*Code: H, W*

“When I took over ownership of the restaurant I carried forward the policy of a smoke-free environment for our restaurant. It is my preference to not be in a smoking atmosphere and therefore appreciate working in a non-smoking restaurant. For 20 years our customers have appreciated being able to enjoy their pizza or sub sandwiches in smoke-free air and that appreciation is represented in our success over the years.”

***Wendy Drake, Drake’s U-Bake Pizza and Subs***

*Port Angeles, (Clallam County) Washington*

*Code: C*

“We have been a smoke-free coffee house since opening three years ago. As the owner I never entertained the idea of allowing smoking within our shop and I certainly wouldn’t have half the great customers I have today if we allowed smoking. We are smoke-free to help protect the health and well-being of our patrons and employees and I wouldn’t have it any other way.”

***Linda Berglund, Bella Rosa Coffee House***

*Port Angeles, (Clallam County) Washington*

*Code: H*

### ■ *Clark County*

“We have been smoke-free since we opened. Ninety-nine percent of our customers are positive about the smoke-free atmosphere. Of the people who aren’t, 99 percent of them stay anyway. I think being smoke-free makes the dining experience more pleasant for our customers.”

***David Ballew, Ballew’s a Great Place to Eat and Drink***

*Vancouver, (Clark County) Washington*

*Code: C*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“Our decision to go smoke-free has been a very good choice. As our restaurant serves primarily families, we didn’t like having smoke around young children. Going smoke-free has had a very positive impact on both our overall revenue and operations costs. Through the use of Washington State Department of Health decals we were able to promote our restaurant as smoke-free.”

**Joann Currey, Giovanni’s Pizza and Espresso**

*LaCenter, (Clark County) Washington*

*Code: E, K*

“We have been smoke-free for about six years and our decision to become non-smoking was based upon customer concerns about their health as well as cleanliness issues. We have been met with a very positive reception from our clientele and will continue to remain smoke-free well into the future. By being smoke-free we have significantly cut our operating costs and continue to run our restaurant successfully.”

**Alisa Charuchinda, Thai Little Home**

*Vancouver, (Clark County) Washington*

*Code: C, E*

“I don’t think being smoke-free has hindered our revenues and it has helped our operations costs by saving us about \$200 a month. We have not had any problems.”

**Tom Mears, Beaches**

*Vancouver, (Clark County) Washington*

*Code: E*

“We decided to go smoke-free because a lot of customers were complaining about the smoke. We now have a much more enjoyable atmosphere and I don’t think it has affected our revenues.”

**Ed Allyn, Smitty’s Family Dining**

*Camas, (Clark County) Washington*

*Code: C, E*

“We are a customer-service driven restaurant. Our guests dictate what we need to do to succeed. We went smoke-free one year ago because our guests were mostly families and wanted this type of atmosphere. We have received positive feedback and plan on staying smoke-free.”

**Dale Simonton, Applebee’s**

*Vancouver, (Clark County) Washington*

*Code: C, K*

### ■ **Columbia County**

“We have been open for 15 years and went smoke-free three years ago. It has not affected our revenues. I’d say our operations costs are about \$500 a year less. I’ve had more people say they come in now because we are smoke-free.”

**Barbara Phinney, Panhandler’s Restaurant**

*Dayton, (Columbia County) Washington*

*Code: E*



# BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

## BUSINESS TESTIMONIALS BY COUNTY

### ■ *Cowlitz County*

“We have been smoke-free for the two years we have been open. I don’t have the right to choose to put a non-smoker in a smoking environment and therefore, I chose to make my restaurant non-smoking. We have eliminated certain operating costs, such as cleaning up cigarette butts, by being a smoke-free restaurant. The decision to be a smoke-free restaurant has been a very positive one.”

***Joanna Aspound, Luigi’s Gourmet Coffee House***  
*Longview, (Cowlitz County) Washington*  
*Code: E, H*

“We went smoke-free just over one year ago based on the decision of our new owners. They wanted to make it smoke-free to benefit the customers as well as make the overall restaurant cleaner. Our customers have had a positive outlook on this change and our business has picked up as a result of our going smoke-free.”

***Wendy Blankenship, Jack’s Grill***  
*Arial, (Cowlitz County) Washington*  
*Code: C, E*

“We have been serving Mexican food for two years and have been smoke-free for that entire time. We believe that it isn’t right to bother people while they are eating, as a smoky environment tends to do. By being smoke-free we have seen considerably less operating costs and have had a very positive reception from our customers. Our policy is well understood by our customers and has been very successful.”

***Jose Abelar, Los Pepes Restaurant***  
*Woodland, (Cowlitz County) Washington*  
*Code: C, E*

“We have always been smoke-free. Our staff and our customers prefer it this way. Our typical customers are business people and they wouldn’t have it any other way. We have been very successful because of it.”

***Bonnie Elsey, Red Rooster Bakery***  
*Longview, (Cowlitz County) Washington*  
*Code: C, E, W*

“We have been smoke-free for close to three years and consider it to be a very positive decision. Many of our cleaning costs have decreased and the majority of our customers are pleased with this change. Everyone has to breathe the same air and we feel it necessary to make sure that that air is clean and healthy.”

***Rosie L. Woods, Rosie’s Restaurant***  
*Woodland, (Cowlitz County) Washington*  
*Code: C, E, H*

“Since we went smoke-free our revenues have increased by about 75 percent. Our operations costs have also decreased significantly.”

***Evelyn Schill, Twin City Grill***  
*Kelso, (Cowlitz County) Washington*  
*Code: E*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“We decided to go smoke-free because many of my employees and I have smoke allergies and we had a lot of customer complaints. We have had more new customers come to us because we are smoke-free and our cleaning costs are less.”

**Scott Hill, Toutle Diner**  
Toutle, (Cowlitz County) Washington  
Code: C, E, W

“We went smoke-free because we were sick of cigarette burns in the carpet and cleaning out ashtrays. Our experience has been 100 percent positive and I don’t see the policy affecting our revenues at all.”

**Becky Peper, Peper’s 49er Restaurant**  
Castle Rock, (Cowlitz County) Washington  
Code: E

#### ■ Douglas County

“When I took over this shop, I wanted to keep it smoke-free for many reasons. The Yogurt Shop does not have an environment where smoking would be appreciated or accepted. Also, none of my customers or employees smoke, so there is no reason why I would allow it.”

**Kimberly Snyder, Yogurt Shop**  
East Wenatchee, (Douglas County) Washington  
Code: C

#### ■ Ferry County

“I have owned River Street Espresso and Bakery for five years. We bake everything from scratch here and smoking would not fit in. I personally don’t smoke and I don’t like being around it, and I don’t encourage it. We would not have our customer base that we do if we permitted smoking. We will always be smoke-free!”

**Sheri Kaser, River Street Espresso and Bakery**  
Curlew, (Ferry County) Washington  
Code: F, C

#### ■ Franklin County

"I have owned this restaurant for five years and we have always been smoke-free. We opened this way because of my health and my customer's health. My customers appreciate being in a healthier environment rather than being in a smoky restaurant. My employees love our smoke-free policy, and smoking will never be tolerated or an issue!"

**Sheri Hayden, Hayden's Place**  
Pasco, (Franklin County) Washington  
Code: H, F

#### ■ Garfield County

“I wanted my restaurant to be smoke-free because smoking is unhealthy, causes cancer, and affects everyone who is subject to it. The families we serve are very appreciative and like how clean the facility is. Planetary Pizza has been smoke-free for nine years and always will be.”

**Linda Grant, Planetary Pizza**  
Pomeroy, (Garfield County) Washington  
Code: H, K



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“Our restaurant is in a 125 year old flour mill and we attract locals and tourists. If I permitted smoking, it would be a fire hazard and the mill would not be maintained properly. I have never had any problems or complaints from my customers and cannot imagine running it any other way.”

**Louise Vanvugt, Pataha Flour Mill**  
Pomeroy, (Garfield County) Washington  
Code: C

#### ■ Grant County

“We went smoke-free to provide a better upscale dining environment. Our operations costs are less because there is less wear and tear and we continue to hear positive comments from customers.”

**William Sands, Moses Pointe Steakhouse**  
Moses Lake, (Grant County) Washington  
Code: E

“I don’t know how people can stand smoking and eating at the same time! I have been open for eight years and would never allow smoking in my restaurant. It is unhealthy and not an environment my guests, employees or myself would like to be in.”

**Maurice Barrocchio, Bassano Italian Kitchen**  
Moses Lake, (Grant County) Washington  
Code: C, F, W

“I don’t allow smoking at the Lakeside Grill because of the harmful affects secondhand smoke can impose on myself, my employees and my customers. Smoking makes facilities less sanitary and clean, and it stinks! My customers have rarely complained about the policy and I refuse to change it.”

**Terry Ayres, Lakeside Grill**  
Electric City, (Grant County) Washington  
Code: C, H, W

#### ■ Grays Harbor County

“We are 100 percent smoke-free and have never allowed smoking. We do not have any signage up and the policy is understood. We will remain 100 percent smoke-free because we consider it our policy to provide our customers with a good environment.”

**Gene Sparks, Dog House**  
Aberdeen, (Grays Harbor County), Washington  
Code: C

“We chose to go smoke-free because of complaints we were receiving from customers. I personally cannot stand the smell of smoke and my customers really appreciate our smoke-free policy. We have seen about a 5 percent increase in revenue since going smoke-free and we advertise that we are smoke-free in all of our advertisements. We went smoke-free to address our customers, needs and therefore we will remain non-smoking.”

**Theresa Harper, Mutineer’s Restaurant**  
Elma, (Grays Harbor County) Washington  
Code: C, E



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“Breakwater Seafood is a smoke-free restaurant because we felt that this was the best way to accommodate all of our guests. Since we are a small establishment, we felt that if one person was smoking it could greatly affect a non-smoker’s dining experience.”

**Don Henry, Breakwater Seafood**  
Aberdeen, (Grays Harbor County) Washington  
Code: C,F

“Our customers want to enjoy their dinners and not be offended by smoke. We have not had any negative comments and we advertise that we are smoke-free in the newspaper and phone book. Our restaurant will remain 100 percent smoke-free because it is a policy I started nine years ago and I won’t change it.”

**Nels Tiedt, Mallard Bistro and Grill**  
Aberdeen, (Grays Harbor County) Washington  
Code: C,F

“I decided to make my restaurant smoke-free and feel that we have done well as a smoke-free establishment. We implement our policy with signage on our doors and we still believe that being smoke-free is a good idea for our restaurant.”

**Charles Cook, Oishi Teriyaki**  
Montesano, (Grays Harbor County) Washington  
Code: C

“I took over this restaurant more than five years ago when it was already smoke-free. After the gift shop was added next door we remained smoke-free because we didn’t want their merchandise to smell. Most restaurants in the area are smoke-free now so it has been a good experience. We will remain smoke-free because of the gift shop and our dedication to providing customers a clean environment in which to shop and eat.”

**Pam Boerner, Main Street Eatery**  
Montesano, (Grays Harbor County) Washington  
Code: C,F

“We are the only smoke-free bar in town and the decision was our personal choice. We had to remodel our building and we liked the idea of being the only non-smoking bar in town. We now cater to a high-profile business clientele with our policy. As a result of this change, we have seen a drastic increase in revenue and decrease in operating costs. We will maintain this policy because it is what our clients want. By being smoke-free, we have a cleaner environment and a classier bar.”

**Holly Walker, Stiffy’s**  
Hoquiam, (Grays Harbor County) Washington  
Code: C,E

“When I moved here from California one year ago and opened Priscilla’s, I couldn’t believe that they allowed smoking in any restaurants in Washington. It’s my personal belief that food and smoking should not be mixed together. I believe that our being smoke-free has had a very positive effect on our revenue and has certainly helped us save on costs associated with cleaning, ventilation, etc. We include our policy on our menus and are proud to be smoke-free!”

**John Stahl, Priscilla’s Café**  
Aberdeen, (Grays Harbor County) Washington  
Code: E,F,V





## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“I have owned this butcher shop for over a year and have never allowed smoking. Personally, I don’t smoke and I don’t like the smell of smoke. I choose not to allow smoking so that I don’t have to be subjected to smoke where I work.”

**Michael Borns, Michael’s Farm-Fresh Meats**

*Aberdeen, (Grays Harbor County) Washington*

Code: T

“For the past 23 years we have served great pizza, but we have not always been smoke-free. In the 1980s it seemed like ‘the thing to do’ so we too became smoke-free. We did notice a slightly positive change in revenue since becoming smoke-free and we have also seen a decrease in our operating costs. I believe that my customers are happy that we are smoke-free.”

**Rick Lacefield, Rocky’s U-Bake Pizza**

*Aberdeen, (Grays Harbor County) Washington*

Code: E, T

“I am proud to operate a smoke-free restaurant as my customers’ health is extremely important to me. I do not like the smell of smoke or the potentially harsh effects that smoke can have on people we serve. I will continue to operate a smoke-free restaurant because it is what we have done for three years.”

**Ignacio Fonseca, Taqueria Los 3 Gallos**

*Aberdeen, (Grays Harbor County) Washington*

Code: H

“Our restaurant has been open since 1940 and we bought it in 1998. I do not like smoking and therefore we operate a smoke-free restaurant. It seems to me that most restaurants are converting to smoke-free policies so we are in line with that trend. We haven’t seen an affect on our revenue or costs as we never allowed smoking. I just hate the smell of smoke so I will never allow smoking.”

**Rainie Vermillion, Clark’s Restaurant**

*Cosmopolis, (Grays Harbor County) Washington*

Code: T

“We have only been open for three months and we are 100 percent smoke-free. We opened smoke-free because it seems to be a policy that people want. We believe that some of our cleaning costs and other costs that would typically be associated with a smoking facility are lower than if we allowed smoking. To be smoke-free is just the right way to run a business.”

**Pat Casteel, Hoquiam’s Castle Bed and Breakfast**

*Hoquiam, (Grays Harbor County) Washington*

Code: C, E

“I have managed Casa Mia for almost 25 years and we have been smoke-free for the past two. Our decision to become smoke-free was based upon the fact that we are a small restaurant and if a few people were smoking it really affected our non-smoking customers. We have seen a positive increase in our revenue as some people complained or would not eat here before we became smoke-free. Our customers prefer us to be smoke-free and I believe that we are following a trend of restaurants everywhere becoming smoke-free.”

**Douglas Cleverly, Casa Mia**

*Hoquiam, (Grays Harbor County) Washington*

Code: C, E, T





## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“I have had asthma since I was a child so I opened my shop smoke-free. I believe that smoking is a serious health issue and I am strongly against it. We serve a lot of women, elderly people and children and we want to provide a healthy environment. We will remain smoke-free because I believe that smoking is a health issue.”

**Chris Raders, 7th St. Sweet Shop**  
Hoquiam, (Grays Harbor County) Washington  
Code: H,K

#### ■ **Island County**

“We are 100 percent smoke-free because smoking just doesn’t work in a pastry shop, that’s the bottom line. It has been a positive experience and we will remain 100 percent smoke-free because smoking just doesn’t work with restaurants.”

**Peter Boden, P.S. Suisse**  
Langley, (Island County) Washington  
Code: F

“Our restaurant’s layout has the food out in the open so we decided to open 100 percent smoke-free 16 years ago. I was also allergic to cigarettes so I personally couldn’t be around smoke. It has been positive and we have seen an increase in our revenues. We also don’t have to clean the curtains and walls as often.”

**Audrey Wimberly, Saucy’s Pizza**  
Clinton, (Island County) Washington  
Code: E, F

“The Fish Bowl has been open for four years. I decided to go smoke-free because I felt it was an expectation of our customers. It is also a common trend among restaurants. I am absolutely positive that we will remain a smoke-free restaurant.”

**Maureen Cook, The Fish Bowl**  
Langley, (Island County) Washington  
Code: C,T

#### ■ **Jefferson County**

“We have been smoke-free for over a year now and our revenues have increased by 20 percent. In today’s market I don’t think people want to be in a smoking environment because it affects their meal and experience.”

**Dan Colony, Daystar Café**  
Port Townsend, (Jefferson County) Washington  
Code: E, F

“Going smoke-free was the best business decision I ever made. I don’t think I would be in business today or as successful if I hadn’t done it. Our restaurant is cleaner and customers are happy. I think all businesses should go smoke-free.”

**Laura Blake, Bayview Restaurant**  
Port Townsend, (Jefferson County) Washington  
Code: C, E



# BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

## BUSINESS TESTIMONIALS BY COUNTY

### ■ *King County*

“I have children of my own and I understand the potential health risk and damage that comes with being around secondhand smoke. When we opened about six years ago we implemented a smoke-free policy to help maintain the health of our customers. It has been a very successful policy, appreciated by both our staff and customers alike.”

**Francisco Ruiz, Muy Macho**  
Seattle, (King County) Washington  
Code: H, K

“We are located in a mall so there is no way that we could allow smoking. On another note, our main theme behind our restaurant is the rainforest and the environment and by being smoke-free we are doing our part to help protect the environment. Being smoke-free is our way of life and it is a customer expectation that we meet each and every day.”

**Valerie Zamora, The Rainforest Café**  
Tukwila, (King County) Washington  
Code: H

“We cater to a largely professional, sophisticated clientele and we decided to open our cocktail lounge and restaurant as 100 percent smoke-free over a year ago. It was very important that we offer a clean, healthy and welcoming environment to guests and staff at West 5; being smoke-free allows us to do just that. Our guests rave about West 5 being smoke-free and we have quickly developed a loyal base of repeat clientele; it’s been great for business.”

**Dave Montoure, West 5**  
West Seattle, (King County) Washington  
Code: E, H

“While the decision to go smoke-free was a difficult one, it was the right choice. Our customers began complaining of the smell and how secondhand smoke affected their health. Now, customers stay longer and can truly enjoy their meal in a healthier environment.”

**Victor Garcia, Guadalajara Mexican Restaurant**  
Wallingford, (King County) Washington  
Code: C, F, H

### ■ *Kitsap County*

“We opened as a smoke-free restaurant and have never regretted it. Many of our staff were smokers so we challenged them to quit. Our insurance provider has an excellent cessation program and almost all of our staff are now smoke-free. That’s a win-win for our staff, our customers and our business.”

**Maura Crisp, Islay Manor**  
Bainbridge Island, (Kitsap County) Washington  
Code: W



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“For the last couple of years we have been smoke-free and we have since seen great increases in sales as well as support from our customers. Prior to becoming smoke-free we had heard many complaints from customers about the smoky environment and have since felt a very positive reception from our clientele. We believe that people who choose not to smoke should be able to enjoy their food in a clean and healthy atmosphere and that is what our smoke-free policy seeks to provide.”

**Chris Campanas, Campanas Italian Foods**  
Poulsbo, (Kitsap County) Washington  
Code: C, E, F

“We are a family restaurant. We do not want to expose children to smoke and we do not want to promote smoking. That’s why we have always been smoke-free.”

**Liverato Soltero, Los Cabos Grills**  
Bremerton, (Kitsap County) Washington  
Code: K

“We have been smoke-free since we remodeled in 1995 and have had very steady business ever since. Our customers are very receptive to our smoke-free environment and even the smokers themselves like being able to enjoy their meals in a non-smoking atmosphere!”

**Daryl Jesson, Family Pancake House on Wheaton Way**  
Bremerton, (Kitsap County) Washington  
Code: C, E, F

“I want to offer a healthy environment for my guests and employees. We have quite a few calls asking if we are smoke-free. We feel that it is more important for our guests and employees to be provided with both a pleasant and healthy environment.”

**Tiffany Schenk, Mary Mac’s Restaurant**  
Port Orchard, (Kitsap County) Washington  
Code: H

“We have been, and will always be, a smoke-free restaurant. Our food offerings are healthy gourmet breakfasts and lunches and our smoke-free status helps to promote that healthy lifestyle. Our policy has been with us for the past 7 years and will continue to be promoted well into the future. Our success has been due in large part to our overall atmosphere and our being smoke-free helps to contribute to that clean and healthy environment.”

**Paul Twiss, Sheila’s Bay Café**  
Poulsbo, (Kitsap County) Washington  
Code: H

“We implemented our smoke-free policy one year ago. This decision was based upon a great number of customer complaints as well as the desire to make our restaurant look and feel cleaner. Since becoming smoke-free our overall business has picked up, due in large part to our non-smoking lounge. Our customers appreciate our non-smoking atmosphere and that certainly shows in our success as a restaurant.”

**Graylin Huggard, Outback Steakhouse**  
Bremerton, (Kitsap County) Washington  
Code: C, E



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“We went smoke-free for health reasons and because so many of our customers requested it. The smoky atmosphere was our number one complaint on customer comment cards. It’s wonderful to have a clean, pleasant atmosphere to work in now that we have gone smoke-free. We worried about losing money, but our revenue just keeps on increasing every year. People love to come here and enjoy the view, the food and the fresh air.”

***Toni Cutting, The Boat Shed***  
*Bremerton, (Kitsap County) Washington*  
*Code: C, H*

#### ■ ***Kittitas County***

“Our decision to make our building smoke-free came from our desire to provide a more health-conscious facility. While we do allow our members to smoke outside, providing a non-smoking atmosphere inside gives our clientele a cleaner and healthier environment in which to spend their free time. Our smoke-free policy has been met with a general acceptance as our clients and employees recognize the healthy lifestyle we are promoting.”

***Randy Crimp, Ellensburg Golf Course***  
*Ellensburg, (Kittitas County) Washington*  
*Code: H*

“We chose to go smoke-free two years ago because many of our clients were families who did not want to eat in a smoky environment. Since going smoke-free we have seen at least a 15 percent increase in revenue resulting from a positive reception from our clientele. We wanted to promote a healthier atmosphere in which to enjoy our food, and with our smoke-free policy, I believe we have done just that.”

***Salvador Rodriguez, El Caporal***  
*Ellensburg, (Kittitas County) Washington*  
*Code: E, F, K*

“We went smoke-free after we remodeled to keep things clean. Also, there was employee conflict over who had to work in the smoking sections and it was an unhealthy working environment for them. We have even gained business because customers are more satisfied and the restaurant turns over faster now because we don’t have two sections. We also don’t have to buy ash trays, it smells better and there is less dirt in the air filters so our operations costs are lower.”

***Dan Byrd, Copper Kettle***  
*Ellensburg, (Kittitas County) Washington*  
*Code: E, H, W*

#### ■ ***Klickitat County***

“We bought our restaurant smoke-free two years ago and kept the policy in place. We feel that it is a courtesy to our customers to provide a smoke-free environment, especially for children. Many of our customers appreciate our smoke-free policy and we will therefore remain smoke-free.”

***Tim Carpenter, Angelo’s Pizza***  
*Goldendale, (Klickitat County), Washington*  
*Code: K, C*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“Working in the coffee industry, it hasn’t been that hard to implement a smoke-free policy. Both my wife and I don’t smoke and the fact that we are connected to an antique store helped us open smoke-free. Our cleaning costs are lower and our customers appreciate our smoke-free environment.”

**Steve Wolford, Bingen Station Coffee Haus**  
Bingen, (Klickitat County) Washington  
Code: E, C

“We originally opened our store with a restaurant 15 years ago and have always been smoke-free. We serve the general public and have never wanted our store to stink so we do not allow smoking. I don’t think that our deli’s food should be mixed with smoke and so we will remain smoke-free.”

**Jerry Witner, Jerry’s Stop and Go**  
Goldendale, (Klickitat County) Washington  
Code: F

“We have owned this inn for 14 years. Our entire lodge including our “breakfast room” is smoke-free. We decided to go smoke-free when our housekeepers complained that they couldn’t clean the rooms to their fullest potential as the smoke smell would not go away. We enforce our policy with a \$100 fine for guests caught smoking in their rooms. We will remain smoke-free to support our beliefs about our business and also to support our housekeeping staff.”

**Janet Holten, Inn of the White Salmon**  
White Salmon, (Klickitat County) Washington  
Code: W

“We serve a variety of people: travelers, families, business people, and non-smokers. We wanted our non-smokers to be comfortable and not be affected by cigarette smoke. It also has definitely reduced the maintenance of the restaurant. It just makes sense to be smoke-free.”

**Beverly Philipsen, Main St. Café**  
Goldendale, (Klickitat County) Washington  
Code: C, E, K

### ■ Lewis County

“We have been open for around eight years and are 100 percent smoke-free. We made this decision because the majority of our customers do not like smoking where they enjoy their meals. We feel that with the lower cleaning costs and overall healthier atmosphere, we are promoting a family-friendly environment.”

**Tim Tidyman, Berry Fields**  
Centralia, (Lewis County), Washington  
Code: C, F, K, E, H

“We never even thought about allowing smoking in our bakery. We believe that smoke doesn’t go with food and our customers should not be subjected to smoke. I know many of our customers would not eat in our bakery if we allowed smoking, therefore not only is our non-smoking policy a personal preference, it is also a wise business decision.”

**Lisa Werner, Market St. Bakery**  
Chehalis, (Lewis County), Washington  
Code: F, C



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“Our restaurant is quite small so having a separate smoking section wouldn’t make sense. If we allowed smoking, the atmosphere would be more obnoxious than pleasant for our customers. We will continue to keep our restaurant smoke-free as it has worked for years.”

**Belva Skinner, Sweet Inspirations**  
Chehalis, (Lewis County), Washington  
Code: V

#### ■ Lincoln County

“When we remodeled and added on to our restaurant in 1993 we didn’t want to go back to the smoky air that we had before. Our customers have been very happy with our decision to go smoke-free and we have been able to keep many of our operating and cleaning costs down.”

**Lorraine McKenna, Doxie’s Diner**  
Wilbur, (Lincoln County) Washington  
Code: C, E

“I have been the co-owner of this restaurant for 12 years and we have been smoke-free for that entire time. My biggest goal in owning a restaurant is to provide my customers with a comfortable atmosphere in which to enjoy their food. Being non-smoking has helped our business increase and creates a better environment for people to spend their time. Our restaurant is a cleaner, healthier place because we are smoke-free.”

**Virginia Fries, Edna’s Drive Inn**  
Davenport, (Lincoln County) Washington  
Code: E, F, H

“My restaurant went smoke-free six years ago and I have not seen a drop in revenue. My customers like it better because they don’t like to eat with cigarette smoke.”

**Ken Zwieg, Tiger Inn**  
Odessa, (Lincoln County) Washington  
Code: C, E, F

“We have been smoke-free since we opened five years ago. We believe that people who come to eat at our restaurant should not have to deal with a smoky environment. Our smoke-free policy has been a very positive decision that has resulted in a very successful business.”

**John Fehrs, Homestead Café**  
Wilbur, (Lincoln County) Washington  
Code: H

“We opened smoke-free for the health of employees and customers. I believe I’m saving around \$1,500 a year on operations costs which includes painting, cleaning and cigarette burns.”

**Sam Brantley, Ellie’s**  
Davenport, (Lincoln County) Washington  
Code: E



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“Our operations and maintenance costs consistently stay low because we do not have to repaint and clean as heavily as we would have if this was a smoking establishment. Customer comments have been positive.”

**Carol Angstrom, Corner Café**

*Creston, (Lincoln County) Washington*

*Code: C, E*

#### ■ **Mason County**

“We have been 100 percent smoke-free for nearly two years. We serve an older client base and our decision to be smoke-free was based on customer preference. Our cleaning costs are lower than if we allowed smoking as we do not need to clean our mirrors and windows as often. We will remain smoke-free because people enjoy eating their food without being surrounded by smoke.”

**Carolyn Rousch, Girl’s Cafe**

*Hoodspport, (Mason County), Washington*

*Code: C, E*

“We are 100 percent smoke-free because our customers did not want to deal with a smoky environment. Our customers just don’t like the smell of smoke and therefore we will stay smoke-free.”

**Julie Faulkner, Pizza Factory**

*Belfair, (Mason County) Washington*

*Code: C*

“We have been serving fast food teriyaki for four years and are 100 percent smoke-free. We chose to be smoke-free because it seems to be a growing community trend. We have seen a savings on many operating costs associated with smoking. We will remain smoke-free because smoking negatively affects so many people and we do not want to contribute to that cause.”

**Sue Yi, Teriyaki Wok**

*Shelton, (Mason County) Washington*

*Code: E, H, T*

#### ■ **Okanogan County**

“We opened our café, lounge and dance floor smoke-free five years ago and have never regretted it. We wanted to offer non-smokers an environment that they would not be engulfed in smoke. Most of my customers really appreciate the policy, and I have saved in maintenance costs. I am happy to offer people a fun place to enjoy dinner, dancing and drinks in a healthy, smoke-free environment.”

**Pamela Kreider, Country Town Café**

*Carlton, (Okanogan County) Washington*

*Code: C, E, F*

#### ■ **Pacific County**

“We serve a large mix of customers and have a smoke-free policy for many reasons. We do not like the smell of smoke, we feel that it is unhealthy to allow smoking and we have too much respect for our customers than to subject them to a smoky environment. Also, with our smoke-free policy, our cleaning costs are lower. We see it as a right for customers and children not to have to deal with smoke and so we will remain 100 percent smoke-free.”

**Jim Weir, Sunset Taco Express**

*Long Beach, (Pacific County), Washington*

*Code: E, H, K*





## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“We serve primarily elderly and affluent individuals and we have been smoke-free for nine years because I just cannot stand the smell of smoke. My customers seem to be very supportive and I feel that by owning a smoke-free restaurant my revenues have increased. Everyone knows that we are smoke-free and we are going to stay that way.”

**Rebecca Fontana, The Rebecca Inn**  
Ilwaco, (Pacific County) Washington  
Code: C,E

“We serve comfort food and to us, “comfort” does not include a smoky environment. We are able to breathe easier with our smoke-free atmosphere and we have saved money on operating costs. My customers, the general public and I are very glad that we implemented this smoke-free policy.”

**Don Shaw, Don’s Portside Cafe**  
Ocean Park, (Pacific County) Washington  
Code: C,E,F

“We converted to a non-smoking restaurant when it started to become more of a trend and the right thing to do. I feel a smoke-free environment is how a successful restaurant should be run. Most of my customers were extremely happy with the decision to become smoke-free.”

**Joanne Leech, The Sanctuary**  
Chinook, (Pacific County) Washington  
Code: C,T

“The population here is 80 percent seniors and we see that demographic more often than others in our restaurant. We have been open for 7-8 years and are 100 percent smoke-free. We have only heard positive things about our policy. We believe that we are successful because we are family-oriented, and being smoke-free helps to maintain that image.”

**Judy Davis, Debi’s**  
Long Beach, (Pacific County) Washington  
Code: C,K

### ■ **Pend Oreille County**

“All of the McDonalds within our franchise are non-smoking, so when I came on as manager four years ago it was into a smoke-free environment. Our restaurant caters to primarily families and the elderly and our smoke-free policy was based upon health issues surrounding these groups. Our customers have looked very positively on our being smoke-free and that is evident in our success as a restaurant.”

**Shelly Sutton, McDonald’s of Newport**  
Newport, (Pend Oreille County) Washington  
Code: C, H, K

### ■ **Pierce County**

“We went smoke-free because we had more non-smokers than smokers and the management team believed it would be a good business decision. Our experience has been overwhelmingly positive. We are the only smoke-free tavern in Gig Harbor and we haven’t lost one dollar of revenue.”

**Kathy Davis, The Tides Tavern**  
Gig Harbor, (Pierce County) Washington  
Code: E





## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“It became apparent over the years that there was less smoking in my restaurant. The restaurant has now been smoke-free for about two years and people are still thanking me. They said they will come back more because it is smoke-free and they have said, ‘You can actually smell the food.’”

**Steve Warp, Pine Cone Café**

*University Place, (Pierce County) Washington*

*Code: C, F*

“Our experience as a smoke-free restaurant has been great – I’m glad we did it. Our customers have been very happy about the change. Customers that didn’t come when we allowed smoking, now dine with us.”

**Kevin Lee, Vien Dong Restaurant**

*Tacoma, (Pierce County) Washington*

*Code: C*

“The Milton went non-smoking 10 1/2 years ago. It was the best decision we ever made. Our business improved dramatically within just a few weeks. People came to eat and drink in a smoke-free bar. The myth that only smokers like to drink is definitely false. The restaurant industry has a high turnover rate but my employees stay (sometimes for years) because they like working in a smoke-free environment. They also stay healthier so they don’t miss work. Another bonus is our cleaning costs were reduced and our equipment lasts much longer. The very best part of being non-smoking is our loyal customers. Every day, someone makes a point of thanking us for being smoke-free. They show their appreciation with repeat business and they bring friends, families and co-workers. Business is good! We will always be smoke-free.”

**Nancy Guzek, The Milton**

*Milton, (Pierce County) Washington*

*Code: C, E, H, W*

“Moctezuma’s has been open for 28 years and has been smoke-free for two years. We went smoke-free because of the feedback we were receiving from our guests, mostly families. The health department was also very supportive. Our policy will never change.”

**Dee Kelley, Moctezuma’s**

*Tacoma, (Pierce County) Washington*

*Code: C, K*

“My IHOP went smoke-free because of the health of my employees and encouragement from young kids in the community. I had been thinking about it for a while, but finally decided to just implement the policy. I feel good knowing that I am one of half of the IHOPs in Washington who are smoke-free.”

**Larry Barnes, IHOP**

*Tacoma, (Pierce County) Washington*

*Code: K, W*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

#### ■ *San Juan County*

“My restaurant’s success is due in large part to our non-smoking policy. Our customers respect our policy and have never complained. I personally would never operate a facility that permits smoking because I can’t stand the smell and am allergic to it. I am very happy being smoke-free as our clientele has increased, and our restaurant is doing very well since opening in December 2004!”

***Michele Naskion, Basil’s***

*Friday Harbor, (San Juan County) Washington*

*Code: C, E*

#### ■ *Skagit County*

“We volunteered our Applebee’s as a test store for the corporation to try out a smoke-free policy. Four months ago we became completely smoke-free and will never go back. We have seen a growth in food sales at our bar since becoming smoke-free and we are now better able to recognize all our customers and provide them the best dining experience possible.”

***Carl Schuessler, Applebee’s***

*Burlington, (Skagit County) Washington*

*Code: C, E*

“We recently went 100 percent smoke-free as we are catering to families with children. Since going smoke-free, our overall atmosphere has transformed into a more comfortable, happier one. Our cleaning costs have dropped and we wouldn’t change a thing.”

***Chris Tselios, The Chuck Wagon Drive-In***

*Mount Vernon, (Skagit County) Washington*

*Code: E, K*

“We went smoke-free because we had numerous customer complaints. Our profits remain the same and people are now choosing us because we are smoke-free. My employees and I love the clean environment.”

***Sean Sullivan, Outback Steakhouse***

*Burlington, (Skagit County) Washington*

*Code: C, E, W*

“We have been open for 45 years and smoke-free for almost one year. We felt it was finally time to go smoke-free to attract more families to our bowling alley, and the policy is working! Going smoke-free was a great business decision for us.”

***Ron Hicks, Riverside Lanes***

*Mount Vernon, (Skagit County) Washington*

*Code: E, K*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

#### ■ *Skamania County*

“Since 1993, we have continued to offer the finest in lodging, dining and meeting space and our nearly 100 percent smoke-free policy (we offer a few smoking rooms) upholds that image. Our non-smoking policy was developed specifically out of customer expectations and the need to create customer satisfaction. As a smoke-free business, we have seen less operating costs and an overall positive acceptance come from our clientele. Our success is due in large part to our being smoke-free.”

***Ken Daugherty, Dolce Skamania Lodge***  
*Stevenson, (Skamania County) Washington*  
Code: C, E

“We opened up smoke-free almost three years ago. I chose to open smoke-free so that the restaurant would not smell like smoke and would be cleaner as a result. I am very happy that we have remained smoke-free. Our customers are still supportive of the policy and they have never complained about it.”

***Eric Chiasson, Eric's Place***  
*Carson, (Skamania County) Washington*  
Code: C

“We serve many guests and tourists here who are often traveling or celebrating special occasions. A smoking environment would not be an appealing experience for them. We will remain smoke-free to continue providing a comfortable and relaxing place for our guests.”

***Kim Clifford, Bonneville Hot Springs***  
*Stevenson, (Skamania County) Washington*  
Code: C

#### ■ *Snohomish County*

“We went smoke-free to make a healthier environment for families because we could not control the vapors in the restaurant. Now we have a healthier clientele that eats out more and our business has been growing ever since.”

***Michael Scott, Crystal Creek Café***  
*Bothell, (Snohomish County) Washington*  
Code: E, K, V

“We used to allow smoking in our lounge, but when guests in our dining area began complaining of the smell drifting in, we decided to change our policy. We are now completely smoke-free and have seen an increase in our dining revenues. The staff here is also in favor of the policy. Going smoke-free was not an experiment, but rather a smart business decision.”

***John Hagen, Collector's Choice Restaurant***  
*Snohomish, (Snohomish County) Washington*  
Code: C, E, W



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“We have not always been smoke-free; however, I was thrilled when we switched to non-smoking! We have so many families and children and it feels good to know that their health, and our employees’ health, will not be affected by secondhand smoke.”

***Froso Panaglotopoulos, Froso’s***  
*Marysville, (Snohomish County) Washington*  
*Code: H, K, W*

#### ■ ***Spokane County***

“I am very happy we made the decision to open smoke-free. We need to be smoke-free to provide the product we do. Smoking compromises the beer and food we offer and doesn’t allow people to fully enjoy it. Plus it is bad for the health of our employees.”

***Mark Irvin, Northern Lights Brewing Company***  
*Spokane, (Spokane County) Washington*  
*Code: F, H*

“We opened the Elk smoke-free after we tested a smoke-free night at one of our Coeur d’Alene restaurants. It ended up being the busiest night of the week. We have followed that example in all three of our restaurants and have continued to stay busy.”

***John Grollmus, Elk Public House***  
*Spokane, (Spokane County) Washington*  
*Code: E*

“I think we are attracting a different clientele than traditional bowling centers. I know customers come here who live much closer to other bowling centers but they come here because we are non-smoking. The clean bright atmosphere has allowed us to do a lot more things like kids’ birthday parties that we otherwise wouldn’t have the clientele for.”

***Brad Barsness, Rosa’s Pizza/Cheney Lanes***  
*Cheney, (Spokane County) Washington*  
*Code: K*

“When we bought Europa 15 years ago it wasn’t smoke-free. We were a family-run restaurant and I didn’t want my children to be exposed to a smoky environment. Europa, as well as my other two restaurants, the Wall Street Diner and The Garden Grill, are all smoke-free and I wouldn’t have it any other way. In order for my guests to enjoy the food we provide we need to be in a smoke-free environment. Being smoke-free also reduces potential health risks and lets our customers know that we have their best interest in mind. Our smoke-free policy has been one of the major reasons as to why we have been so successful.”

***Janice Maas, Europa, Wall St. Diner and The Garden Grill***  
*Spokane, (Spokane County) Washington*  
*Code: F, H, K*

“Opening smoke-free was such a positive move for us that I can’t see how it wouldn’t be for others. Business has been thriving since we opened and our customers have been really positive about the policy.”

***Lorie Stobie, Old European***  
*Spokane, (Spokane County) Washington*  
*Code: C, E*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“Our being smoke-free is based upon the feeling that food is better free of smoke. We provide upscale dining and a smoky atmosphere would not permit us to do as such. Being smoke-free has had a positive impact on both our revenue and overall operating costs and as long as we remain under the current ownership we will remain smoke-free.”

**Erick Hagland, Luna**

*Spokane, (Spokane County) Washington*

*Code: E, F*

“I have been part-owner of this restaurant for ten years, and for that entire time we have never allowed smoking. Two reasons justify this policy: our customers’ and our staff’s health as well as the desire to create an overall better environment. Our restaurant is small in size and remaining smoke-free helps to create a healthier atmosphere for everyone.”

**Robin Riemcke, Cannon St. Grill**

*Spokane, (Spokane County) Washington*

*Code: C, H, W*

“We chose to implement a smoke-free policy for the past eight years to help create a clean and healthy environment for our staff and guests. Our business has done well with the smoke-free policy because we provide our guests with the most comfortable atmosphere possible. Our penalty of \$150 per offense for guests who choose to smoke in one of our rooms proves our dedication to this worthy and important cause.”

**Patrick O’Halloran, Hotel Lusso, Fugazzi and Cavallino Lounge**

*Spokane, (Spokane County) Washington*

*Code: E, W*

“We went smoke-free two years ago and since then we have experienced the first growth in sales in eight years. We continue to receive positive feedback even now from customers. The transition was extremely pain free.”

**Tim O’Doherty, O’Doherty’s Irish Grill**

*Spokane, (Spokane County) Washington*

*Code: C, E*

“A lot more people come in and ask to sit in the non-smoking section and they are happy when we tell them we are completely smoke-free. We feel being smoke-free promotes a healthy lifestyle.”

**Jim Harbour, Sawtooth Grill**

*Spokane, (Spokane County) Washington*

*Code: C, H*

“We have had a great experience switching to smoke-free dining. I wish we would have done it earlier. The main reason we made the change was because of customer input. Both our smoking and non-smoking customers really appreciate the clean atmosphere. It has done nothing but increase our sales.”

**Lee Gibbon, Rocky Rococo’s Pizza & Pasta**

*Spokane, (Spokane County) Washington*

*Code: C, E*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“We felt it was in the best interest of our employees’ and customers’ safety to switch to smoke-free. Now, there are fewer employees out sick and more people come in to eat because we are smoke-free.”

**Ed Schafer, The Mustard Seed**

*Spokane, (Spokane County) Washington*

*Code: E, H, W*

“If you ask our customers why they come to Flamin’ Joe’s, one of their top five answers would be that we are smoke-free. We opened smoke-free a year and a half ago because we had a strong desire to be non-smoking and we wanted to be family-oriented. The experience has been great and our customers love it.”

**Rick Pavey, Flamin’ Joe’s**

*Spokane, (Spokane County) Washington*

*Code: C, K*

“I get positive comments from our customers all the time. I haven’t had a negative one since I’ve been here. I think it has helped our revenues as well because many of the people who dine here probably wouldn’t if we allowed smoking.”

**Carl Wilson, Riverview Thai**

*Spokane, (Spokane County) Washington*

*Code: C, E*

“We opened smoke-free and our experience has been extremely positive. My operations costs are substantially less and I plan to remain smoke-free. Our most important task is to assure the customers’ needs are met. We’ve found David’s customers to be very appreciative of smoke-free dining.”

**Mark Starr, David’s Pizza**

*Spokane, (Spokane County) Washington*

*Code: C, E*

“When we went smoke-free we lost some smoking customers but for every smoker we lost, we gained three new customers at lunch. This is where our profits have increased. We are also saving money because our windows and carpets are cleaned less often.”

**Joe Domini, Domini Sandwiches**

*Spokane, (Spokane County) Washington*

*Code: E*

“Over the last 7 years there have been 40 babies born to employees who work at this restaurant; asking a pregnant woman to work in an environment that is filled with smoke is just not fair. I surveyed all 85 employees and all but 1 was supportive of going smoke-free. We went smoke-free because it is the right thing to do. Our sales have skyrocketed since we made the change. I wish we had done this sooner.”

**Eric Forsythe, Outback Steakhouse**

*Spokane, (Spokane County) Washington*

*Code: E, H, W*



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“For more than five years, we have served great breakfasts, lunches and dinners in a smoke-free dining atmosphere. Our decision to open our restaurant smoke-free was based on the fact that even if we had separated smoking and non-smoking sections, the non-smokers in our restaurant would still have to be subjected to a smoky environment. Our aim is to keep our clientele coming back again and again and we can achieve that goal by being smoke-free.”

**Jerry Hubert, Jerry's Pizza and Pasta**  
Elk, (Spokane County) Washington  
Code: C, V

#### ■ Stevens County

“Our restaurant is one where if one person is smoking, it feels like everyone is smoking. We were one of the first restaurants in Colville to go smoke-free. Customers now really appreciate the fact that we are smoke-free. We have saved a lot of money on operating costs by being smoke-free.”

**Kevin Morgan, Ronnie D's**  
Colville, (Stevens County) Washington  
Code: C, E

“Our family does not believe that smoking and dining should mix, especially in a family restaurant, and we are therefore smoke-free. We have had extremely positive feedback in the eight months that we have been open. We serve primarily the general public and families and have seen a positive effect on our revenue because we are smoke-free.”

**Lori Munson, Mahoney's**  
Colville, (Stevens County) Washington  
Code: C, E, K

#### ■ Thurston County

“I have managed this restaurant for nine years but we have only been smoke-free since March 2004. Our decision to make our restaurant smoke-free was based upon many reasons. First, we have seen a growing trend of restaurants going smoke-free and decided it was our time to make this change. We also found that even when we had “smoking” and “non-smoking” sections, the smoke from the smoking section would linger throughout the restaurant. We pride ourselves on being a family restaurant and so we do not allow smoking. I would say that customers appreciate our non-smoking policy nine to one. I believe that smoking is unhealthy for everyone, particularly children.”

**Greg Wilson, Dirty Dave's**  
Lacey, (Thurston County) Washington  
Code: C, H, K

“Becoming a smoke-free facility three years ago was the best thing I could have done! I wanted to provide an alternative place for my non-smoking customers and attract potential customers who would not come here had we not been non-smoking. Customers are very happy with the policy. I have also seen a huge decrease in my maintenance costs. Because of all of this, I am positive we will always remain smoke-free!”

**Creed Clement, The Tumwater Lanes Bowling**  
Tumwater, (Thurston County) Washington  
Code: C, E





## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

#### ■ *Wahkiakum County*

“I do not permit smoking at my coffee house because I am conscious of my health and my family’s history of cancer. I will not even let my customers smoke outside because the smell always lingers in. My customers are very happy with my smoke-free establishment. I will never allow smoking because it is unhealthy and not right for my coffee house.”

***Ruth Doumit, Downtown Gallery and Coffee House***  
Cathlamet, (Wahkiakum County) Washington  
Code: C,H

“I opened my bed and breakfast as a smoke-free establishment three years ago because of the health risks associated with smoking and for cleanliness reasons. I will never allow smoking here because there is no way to completely remove the smell. My customers are grateful for my policy and I am absolutely positive we will never permit smoking!”

***Audrien Belcher, La Tea Dah Tea Room***  
Cathlamet, (Wahkiakum County) Washington  
Code: C,H

#### ■ *Walla Walla County*

“We have seen an extremely positive effect on our sales and revenue as a result of being smoke-free for the past five years. Our decision to open smoke-free was based on the fact that the majority of people are non-smokers and we would therefore have a larger customer base.”

***Robert Parrish, Backstage Bistro***  
Walla Walla, (Walla Walla County) Washington  
Code: E, C

“For the past 10 years we have had a very loyal clientele. We went smoke-free because we are a small establishment. We advertise that we are smoke-free in ads in newspapers and the phone book. We will remain 100 percent smoke-free because I don’t like smoke.”

***Robert Remus, Mr. Ed’s***  
Walla Walla, (Walla Walla County), Washington  
Code: C

“We have only been open since June of 2004 and we consider a great deal of our success to be due in large part to our being smoke-free. We offer fine dining and feel that our clients expect to enjoy their meals in a smoke-free environment. It was a very easy decision to open smoke-free because our clients expect that kind of treatment.”

***Judy Davis, 26 Brix***  
Walla Walla, (Walla Walla County) Washington  
Code: C, F





## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

### BUSINESS TESTIMONIALS BY COUNTY

“The Whitehouse Crawford is a fine-dining restaurant where smoking would not fit. My customers’ comfort when they are dining here is extremely important, and they are appreciative that we don’t permit smoking. I also felt their health was being affected by someone else’s choice to smoke. I have benefited from saving on all of the maintenance costs that are associated with smoking. I am very happy I opened smoke-free!”

**Jamie Tuerin, Whitehouse Crawford**  
Walla Walla, (Walla Walla County) Washington  
Code: C,E,H

#### ■ Whatcom County

“My dining rooms were always smoke-free but not the lounge. There was talk of going 100 percent but before making that commitment I ran a test, Smoke-Free Saturdays, in the lounge. Picking a busy weeknight gave me the information I needed. After one year, I saw Saturday’s traffic increase. That was all I needed. I went 100 percent smoke-free and haven’t regretted it at all. Our numbers have continued to increase and we have had positive feedback from guests.”

**Stan Vellis, Stanello’s Italian Restaurant**  
Bellingham, (Whatcom County) Washington  
Code: C, E

“Since we went smoke-free my bar revenues have increased by about 50 percent and my operations costs are less. The majority of my customers supported our decision to go smoke-free.”

**Fred Poppe, Poppe’s Bistro and Lounge**  
Bellingham, (Whatcom County) Washington  
Code: C,E

“Going smoke-free has significantly increased our revenues. We received a lot of press coverage when we went smoke-free and continue to receive positive feedback from customers.”

**Barb Kilpatrick, Hilltop Restaurant**  
Lynden, (Whatcom County) Washington  
Code: C, E

#### ■ Whitman County

“When we opened eight years ago, we were smoke-free. I personally do not like smoking and I believe that most people recognize smoking’s health hazards within restaurants. I have received very positive feedback from my customers and will forever remain smoke-free.”

**Louis Reed, Basilio’s**  
Pullman, (Whitman County) Washington  
Code: C,H

“We don’t have a sit-down restaurant; we deliver pizza instead. I feel like the non-smoking trend is the more popular thing to do, and that is why I don’t permit smoking. We have never had any problems being smoke-free, and I would not want to face all of the extra complications associated with smoking.”

**Brenda Lopez, Pizza Perfection**  
Pullman, (Whitman County) Washington  
Code: T



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

### BUSINESS TESTIMONIALS BY COUNTY

#### ■ *Yakima County*

“All three of our restaurants have been smoke-free since they opened. I mainly did it for our customers – I don’t think people like eating in smoky places. I haven’t had any complaints or problems.”

**Horacio Aleman, El Charrito**  
Toppenish, (Yakima County) Washington  
Code: C

“My employees and I dislike working in the smoke. When we allowed smoking the smoke filtered throughout the restaurant and our customers complained. Since going smoke-free we have saved money in cleaning costs.

**Suzanne Lee, Golden Bull Chinese Restaurant**  
Yakima, (Yakima County) Washington  
Code: C, E, W

“We have been smoke-free for nearly three years. Our restaurant has three sections divided by open windows so there would be no possibility to have a ‘smoking’ and ‘non-smoking’ section. We want our guests to enjoy their meal in a comfortable manner and being smoke-free allows us to do that.”

**Cecilia Brambila, El Mirador**  
Yakima, (Yakima County) Washington  
Code: F, V

“When our restaurant opened seven years ago we chose to protect the health of our employees by implementing a smoke-free policy. The policy has been met with a very positive acceptance as we are able to attract more consumers while maintaining the well-being of both our customers and our employees. We have seen reduced cleaning costs and the image we are conveying to our customers is a positive one.”

**Lynda Opiela, Snipes Mountain Brewing Inc.**  
Sunnyside, (Yakima County) Washington  
Code: E, H, W

“We have owned this lodge since 1957 and only recently made our restaurant 100 percent smoke-free. Our restaurant does not have good enough ventilation to support both smoking and non-smoking sections and therefore the decision to go smoke-free helps to promote a healthier environment for all our dining guests.”

**Shane Williams, Whistlin’ Jack Lodge**  
Naches, (Yakima County) Washington  
Code: H, V

“We feel that we need to be smoke-free for our customers to fully enjoy the beer and food. We wouldn’t change it for anything. Smokers and non-smokers both really enjoy our establishment and the beer.”

**Paul Brown, Grant’s Brewery Pub**  
Yakima, (Yakima County) Washington  
Code: C, F



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“We went smoke-free because over a period of years, fewer and fewer people smoked and we adjusted to this change. We talked with customers about the change and they appreciated this communication. I appreciate my food better without the smoke.”

**Jar Arcand, Santiago’s Restaurant**  
Yakima, (Yakima County) Washington  
Code: C, F

“Our diners were complaining about smoke from the bar and it just made sense to go smoke-free. Our revenues have remained the same.”

**Tracy Ault, Greystone Restaurant**  
Yakima, (Yakima County) Washington  
Code: C, E

“One day a smoker came in at lunch, lit up, and smoked all of my customers out. The restaurant was smoke-free the next day. My customers appreciated it and it hasn’t affected my revenues. I think business owners should listen to their customers because the majority don’t smoke.”

**Dan Eshleman, Dad’s Restaurant**  
Toppenish, (Yakima County) Washington  
Code: C

“The trend is going toward smoke-free dining. We opened smoke-free to follow this trend. Also, our insurance costs are much lower than if we allowed smoking and we didn’t have to buy an expensive ventilation system. Overall, opening this restaurant was much less expensive.”

**Juan Vega Jr., Backwoods Country Fare Café**  
Yakima, (Yakima County) Washington  
Code: E, V

“It never occurred to me to not be smoke-free. It has not hurt our business. We’ve moved from a 16 seat location to a 40 seat location and our business has increased by approximately 30 percent since we moved. People make this restaurant a destination.”

**Gwen Ball, Gwen’s Place**  
Yakima, (Yakima County) Washington  
Code: E

“I know a lot of people who prefer smoke-free establishments and would rather go to one. For every one customer that doesn’t come in because we are non-smoking, two more come in because we are. If it has affected our revenues it has been positive. And, I was surprised to find out it lowered our insurance costs.”

**Bob Hargreaves, Bob’s Keg & Cork**  
Yakima, (Yakima County) Washington  
Code: E, C



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“Since we opened 13 years ago, we have operated a smoke-free restaurant. I used to be a smoker and my daughter is allergic to smoke so I decided that the only way to provide a healthy environment would be to make my restaurant smoke-free. Being smoke-free enhances the dining atmosphere and experience for my customers. And I save probably around \$500 a year on cleaning and maintenance, which provides an added benefit.”

**Doug Fairchild, Teriyaki Grille (310 Lampe Rd)**  
Selah, (Yakima County) Washington  
Code: E, H

“We have been smoke-free since we acquired our business nine years ago. Our restaurant is not that big in size and I personally do not like smoke, so it made sense to go smoke-free. We have saved significantly on operating costs and will never allow smoking based upon my own personal decision.”

**Dave Butler, Pepp'r Mint Stick Drive In**  
Union Gap, (Yakima County) Washington  
Code: E

“We operate a wine bar and restaurant for ages 21 and over and have always been smoke-free. It is the preference of both the staff as well as the customers that we remain smoke-free. We include the fact that we are smoke-free in our advertising and brochures and have never had any complaints or issues.”

**Jim Scoffer, Barrel House**  
Yakima, (Yakima County) Washington  
Code: C, W

“We went smoke-free four years ago and were one of the only restaurants in our area to make this change. We have seen a significant cost savings on cleaning and maintenance expenses now that we don't allow smoking.”

**Lawrence Tucker, Trout Lodge**  
Naches, (Yakima County) Washington  
Code: E

“As a former smoker with asthma, being in a smoky environment was anything but healthy. We implemented a smoke-free policy in our restaurant to help provide the most pleasant atmosphere possible for our customers to enjoy their food. Along with this policy, we have seen a steady increase in sales as we gained new clientele who wouldn't dine with us before we went smoke-free.”

**Gladys Graham, Cactus Juice Café**  
Sunnyside, (Yakima County) Washington  
Code: H, C, E

“Our clientele typically does not have more than ten minutes to spend eating their lunch which is not enough time for both smoking and eating. Therefore, our 100 percent smoke-free policy hasn't been met with any complaints by customers. We will continue to remain smoke-free based upon our own personal decision as well as trying to cater to the needs of our customers.”

**Raoul Sanchez, Carniceria Coalcoman**  
Grandview, (Yakima County) Washington  
Code: C



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

---

### BUSINESS TESTIMONIALS BY COUNTY

“In the past, we had difficulties trying to accommodate non-smokers and now that is not the case. The property has been open for 35 years and became a Red Lion property two years ago. We went smoke-free because we were running out of non-smoking rooms much faster than we were running out of smoking rooms. Our customers have been very receptive to the policy.”

**Jay Wildgen, Red Lion Gateway Hotel**  
Yakima, (Yakima County) Washington  
Code: C

“Our restaurant is 100 percent smoke-free because both my wife and I believe that cigarettes and food do not go together. When we opened smoke-free fourteen years ago, we felt that it was necessary to provide our customers with a smoke-free environment where they could enjoy their meal. We have saved money on operating costs as we do not have to paint, provide ashtrays or clean like we would if we were to operate a restaurant that allowed smoking.”

**Terry Martell, Some Bagels**  
Yakima, (Yakima County) Washington  
Code: E,F

“The majority of our customers are families, and so it was in our best interest to be smoke-free. We have seen a large decrease in operating costs as there is less cleaning that needs to be done. We will remain smoke-free because it was our decision from the beginning and has proved profitable ever since.”

**Jose Paz, Antojitos Mexicanos**  
Yakima, (Yakima County) Washington  
Code: E,K



## BENEFITS OF SMOKE-FREE ESTABLISHMENTS:

### HOW TO ADD NEW TESTIMONIALS

As work continues to grow at the local level, many more businesses will be encouraged to go smoke-free. We'd love to add their testimonial to the mix! Please feel free to send us contact information for other smoke-free businesses in your county.

The following is a step-by-step process of how we develop the quotes contained in this document:

- Upon receiving contact information for smoke-free businesses, SHSCAP will contact the business owners and complete a phone survey.
- From this phone survey we will provide you with a tracking form that summarizes our interview with that business. Detailed interview logs and more in depth information can be made available to you upon request.
- A short quote will be developed that will sum up the key points from each interview.
- Each business owner will be contacted to have the quote approved for use in a statewide document.
- The business testimonial document will be updated quarterly.

It is important to mention that at times an interview may be conducted, a quote developed and then NOT included in the document. Reasons for this may include:

- During the interview it was determined that the establishment did not meet the state smoke-free definition.
- The interview did not yield enough information to make a strong quote and therefore does not increase the value of the business testimonial document.
- The business owner did not give approval for use of the quote.

It's that simple! Increase the number of quotes in your county by submitting smoke-free business contacts today!

Call Tammie Shaw at SHSCAP, at (509) 444-3088 x 237 or email her at [tammies@hipspokane.org](mailto:tammies@hipspokane.org).

Please include the following information:

- Name of business
- Phone number
- Contact name
- Why you feel they may make a great interview (optional)

